



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
High Street, Greymouth 7840

Telephone 03 769-7400
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23 September 2019

Nicholas Jones
Senior reporter
NZ Herald

Email: Nicholas.Jones@nzme.co.nz;

Dear Nicholas

RE Official Information Act request WCDHB 9342

I refer to your email dated 27 August 2019 requesting the following information under the Official Information Act from West Coast DHB, to be used as part of a report by the New Zealand Herald into rest homes and residential care.

- **Copies of complaints received by the DHB since January 1 2019 about residential care, and copies of any related investigations and findings**

There has been one complaint during this period. I have attached documentation as **Appendix 1**.

We have redacted information under section 9(2)(a) of the Official Information Act i.e. “...to protect the privacy of natural persons including those deceased”.

I trust that this satisfies your interest in this matter.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website after your receipt of this response.

Yours sincerely

Carolyn Gullery
Executive Director
Planning, Funding & Decision Support



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini

**REFERENCE
NUMBER:**

PLANNING AND FUNDING COMPLAINTS FORM

Name of Complainant: 9(2)(a) via Age Concern	Date Received: 21.02.19
Received by: Alison Young	Address: 9(2)(a)
Email address:	Phone Numbers Mobile:
ANY RELATIONSHIPS (EG FAMILY MEMBER COMPLAINING ON BEHALF OF ANOTHER FAMILY MEMBER)	
No	
DETAILS OF THE COMPLAINT	
Name of Facility: O'Connor Home, Westport Ex 9(2)(a) complaining about a current staff member	
WHAT WOULD BE AN ACCEPTABLE OUTCOME FOR THE COMPLAINANT?	
Investigated and action taken	
P&F STAFF MEMBER NAME	DATES:
Name: Alison Young	25.02.29 Received 25.02.29 Phoned 9(2)(a) O'Connor. Aware of situation and appropriate action taken.
Date resolved: 26.02.19	

File Note

Re: Age Concern complaint about a staff member at O'Connor Home Westport.

Date: 25/02/19

Written by : Alison Young

I called 9(2)(a) to get information on this complaint. She was aware of it. There are a few staff interpersonal dynamics active, but in fact the staff member in question has acted inappropriately.

9(2)(a) has been to the Chamber of Commerce for advice and they believe it would be treading on thin ground to dismiss her, so 9(2)(a) has given her a written warning, taken her off night shift and she has to work with another HCA and retrain. The union have been involved and aware of 9(2)(a) management of the situation.

Since this complaint other staff have come forward with historical information, so staff have been reminded that they need to discuss concerns with management before the end of the shift.

The complainant in this case has 9(2)(a) breached confidentiality.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Alison Young

From: 9(2)(a)@ageconcerncan.org.nz>
Sent: Monday, 25 February 2019 3:34 p.m.
To: Alison Young
Subject: RE: Concerns

Thanks Alison

I'll let 9(2)(a) know.

Ngā mihi

9(2)(a)

Age Concern Canterbury
24 Main North Road
Christchurch 8053

Phone: 9(2)(a)



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From: Alison Young <Alison.Young@cdhb.health.nz>
Sent: Monday, 25 February 2019 3:30 PM
To: 9(2)(a)@ageconcerncan.org.nz>
Subject: RE: Concerns

Hi 9(2)(a)

I am aware of this one. I have spoken to 9(2)(a) at O'Connor. This whole situation is quite complex with ETU union and Chamber of Commerce being involved in how to manage. I feel that 9(2)(a) has taken a sensible pathway and 9(2)(a) board approve of this. The direction may not be what the complainant would like, but 9(2)(a) needs to keep within what will be acceptable and appropriate.

I am confident that this is being managed satisfactorily.

Regards

Alison

Alison Young
Project Specialist
Planning and Funding
Canterbury & West Coast District Health Boards
Phone 9(2)(a)
Mobile 9(2)(a)

From: 9(2)(a)@ageconcerncan.org.nz]

Sent: Thursday, 21 February 2019 3:36 p.m.

To: Greta Bond <Greta.Bond@cdhb.health.nz>; Alison Young <Alison.Young@cdhb.health.nz>

Subject: FW: Concerns

Hi Greta and Alison

Not sure who is managing the coast – but thought it may be one of you.

Below is another complaint we have received about the care at O'Connor home. I believe the facility has been reviewed previously – with no serious issues found?

This of course is a specific issue about a specific carer.

Will leave you to investigate – happy to be contacted further as is 9(2)(a)

Ngā mihi

9(2)(a)

Age Concern Canterbury
24 Main North Road
Christchurch 8053

Phone: 9(2)(a)



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From: 9(2)(a)
Sent: Wednesday, 20 February 2019 12:16 PM
To: 9(2)(a) @ageconcerncan.org.nz>
Subject: Concerns

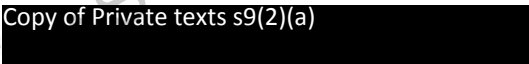
Morning 9(2)(a)

Today I had a 9(2)(a) visit. 9(2)(a) has great concerns about a care-giver that works at O'Connor Home.

Her concern was about a 9(2)(a) that has worked there for many years.

The incident is about a 9(2)(a) a very sick elderly gentleman that has trouble with mobility. He was in bed when 9(2)(a) went to check on him, he lifted his hand up to hold on to the support ring above him to help him move, 9(2)(a) pinned him down as she thought he was going to hit her, but as the other carers know you just stand back until he has moved not pin him down.

A 9(2)(a) witnessed her putting her hands around his throat and swearing at him.

Attached is  Copy of Private texts s9(2)(a)

9(2)(a) is well known to swear at the residents most of the time and is very rough with them.

Incidents reports (3) were filled out and given to 9(2)(a) plus many statements from other care-givers about 9(2)(a) attitude towards the residents.

There was another incident with a 9(2)(a) (resident). Her 9(2)(a) had arrived to visit her 9(2)(a). As she approached the room she overheard 9(2)(a) saying that she was going to slap 9(2)(a) for not doing as she was told.

9(2)(a) confronted her and she left the room, once again complaint made but nothing was done. 9(2)(a) has now 9(2)(a)

After the incident with 9(2)(a) was stood down with pay, and is now back at work.

9(2)(a) has asked 9(2)(a) why 9(2)(a) has returned, answer was old evidence cannot be used. 9(2)(a) has now resigned as she can no longer be part of the care these residents are receiving. 9(2)(a) has also been to the doctors herself and talked to them about this situation, they informed her that this is wrong, and to contact Age Concern.

I have over the years received complaints about the care the residents are getting in O'Connor home, these are not good and nothing seems to change.

9(2)(a) is willing to talk to anyone that may help the residents.

Hope this is what is required.

Cheers 9(2)(a)

9(2)(a)

AGE Concern - 9(2)(a)

C/- Buller REAP,
111 Palmerston Street
PO Box 236
Westport

9(2)(a)

